



**The Commission for  
Victims & Survivors**

## **Consultation Report**

### **Standards for Services Provided to Victims and Survivors**

**23 November 2016**

## CONTENTS

	<b>Page</b>
<b>1. Introduction</b>	3
<b>2. Background</b>	3
<b>3. Consultation Activity</b>	4
3.1 Document Publication	5
3.2 Workshops	5
3.3 Equality Impact Assessment	5
<b>4. Consultation Response Analysis</b>	6
4.1 Context - The Need for a Victim-Centred Approach	6
4.2 Section 1 - Overarching Requirements	6
4.3 Section 2 - Organisational Standards	8
4.4 Section 3 - Health and Wellbeing Standards	10
4.5 Section 4 - Advocacy Standards	11
4.6 Section 5 - Social Support/Resilience Standards	12
4.7 Other Comments	14
<b>5. Conclusions</b>	16
Appendix A - Workshop Attendees	17
Appendix B - List of Written Consultation Respondents	18
Appendix C - Consultation Questionnaire	19
Appendix D - Members of the Working Group	26

## 1. Introduction

1. Following from the development of the standards by a working group comprised of volunteers from the Victims and Survivors Practitioners Working Group, Victims and Survivors Service, officials from the Executive Office and Commission staff, a public consultation was launched to seek views on the content of the document. This report details the consultation methodology and provides an analysis of responses.
2. The Commission would like to thank all the practitioners, individuals and agencies who gave so generously of their time to contribute to the development of the Standards for Services Provided to Victims and Survivors document and took time to respond to the consultation.

## 2. Background

3. In October 2011 the Commission for Victims and Survivors (CVSNI) published a Minimum Practice Framework as a guide to organisations providing services in the victims sector in order to identify the standards expected.<sup>1</sup>
4. At the April 2015 meeting of the Victims and Survivors Practitioners Working Group members highlighted that the document required revision to reflect practice within the sector. As a result the Commission requested volunteers at the June 2015 meeting to assist with developing the 2011 standards. The working group met on seven occasions prior to the opening of the consultation.<sup>2</sup>
5. In producing the standards the working group took into consideration The Public Health Agency's (PHA) Quality Standards for Services Promoting Mental and Emotional Wellbeing and Suicide Prevention.<sup>3</sup> The Commission welcomed these standards and acknowledged the significant overlap in the work of the PHA and the work delivered by organisations funded by the Victims and Survivors Service (VSS). The PHA standards provided an opportunity to use an established and developed approach to delivering services. The standards document used the PHA's standards where appropriate and developed and enhanced to reflect the work of the sector.
6. The standards document acknowledged the context for delivering services to victims and survivors. To reflect the unique nature of service delivery a contextual understanding was detailed at the beginning of the document and reflected, where possible, in standard areas.

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<sup>1</sup> CVSNI (2011) *Minimum Practice Framework for Services Being provided by Organisations within the Non-statutory Sector*, Belfast: CVSNI.

<sup>2</sup> The working group met on 31/10/2015, 28/08/2015, 02/10/2015, 04/12/2015, 29/06/2016, 02/08/2016 and 31/08/2016. A list of the working group members can be found in Appendix E.

<sup>3</sup> PHA (2015) *Quality Standards for Services Promoting Mental and Emotional Wellbeing and Suicide Prevention*, Belfast: PHA.

7. The structure of the document was amended to include the legal requirements of any organisation and reflect the services funded under the Victim Support Programme (VSP):

<b>Overarching Requirements</b>
Legal; Letters of Offer/Contracts; Safeguarding; Background Checks; Insurance; Professional Standards/Guidelines.
<b>Organisational Standards</b>
Management and Organisational Governance; Employment and Volunteering Structures; Organisational Practice and Service Delivery; Training Standards.
<b>Health and Wellbeing Standards</b>
Complementary Therapies Standards; Counselling Standards; Life Coaching.
<b>Advocacy Standards</b>
Advocacy Standards.
<b>Social Support/Resilience Standards</b>
Storytelling; Befriending; Social Activity and Confidence Building.

8. Each section was structured to mirror the PHA's approach to explaining each standard area:
- Standard;
  - What this means;
  - What this might mean in practice; and
  - Linked Standards.

### **3. Consultation Activity**

9. A structured process was established to obtain and analyse narrative responses. The consultation process was aimed at service deliverers and those working within the sector. The invite to provide feedback was also extended to other key interested parties and individual victims and survivors.
10. The Commission framed the Consultation by asking respondents to consider:
- Do the draft Standards describe the work you do?
  - Do these draft standards allow you to do your work?
  - Is there anything missing?
  - Do you have any concerns?
11. The public consultation period ran for eight weeks between 20 September and 18 November 2016.

### **3.1 Document Publication**

12. The document was published on 20 September 2016 and consultation material was communicated through the following channels:

- Published on the Commission's website;
- Emailed to VSP-funded organisations, groups not funded by the VSS and other relevant stakeholders;
- Provided to the Victims and Survivors Forum;
- Communicated to the Panel;
- Issued to individuals on the Commission's database; and
- Promoted on social media.

13. Those wishing to respond were provided with an opportunity to provide feedback through the consultation questionnaire or by written submissions outside of that structured format.<sup>4</sup>

### **3.2 Workshops**

14. The Commission ran three regional public consultation events during October 2016:

- Southern/Mid Ulster area (Tullyglass Hotel, Cookstown – 13 October 2016);
- North West area (Maldron Hotel, L/Derry – 20 October 2016); and
- Greater Belfast area (Clayton Hotel, Belfast – 21 October 2016).

15. The format for the workshops included an overview of the document by Commission staff, followed by a discussion based upon the consultation questionnaire. Attendees were advised that feedback obtained during the workshops would be used to inform the consultation and those present were encouraged to respond formally. A total of fifty six individuals attended the three regional workshops.<sup>5</sup> The Commission also held a consultation workshop, based on the same format and approach, with the Victims and Survivors Forum on 11 November 2016. Feedback received after each event indicated that attendees found them to be helpful and informative.

### **3.3 Equality Impact Assessment Screening**

16. The Commission conducted an Equality Impact Assessment screening exercise in order to assess the impact of applying the new standards.

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<sup>4</sup> Consultation questionnaire is in Appendix D.

<sup>5</sup> Details of attendance for each workshop is included in Appendix A.

## 4. Consultation Response Analysis

17. The Commission received twenty written responses, a total of fifty six participants attended the three regional workshops and fourteen Victims and Survivors Forum members attended the Forum's consultation workshop.<sup>6</sup> Feedback received through written responses and workshops is detailed below.

### 4.1 Context – The Need for a Victim-Centred Approach

18. Attendees at all three regional workshops agreed with the Commission's intention to include a contextual understanding at the beginning of the document. Those present acknowledged that organisations delivering services to individuals affected by conflict-related incidents should ensure that support is victim-centred and mindful of the unique nature of violence inflicted upon society in Northern Ireland. Written responses also indicated support for this approach.

19. The Victims and Survivors Forum were supportive of the Commission's intention to provide a prominent contextual acknowledgement. In order to ensure that services are focused on victims and survivors, Forum members expressed an interest for the inclusion of a statement that services should be 'victim-led' in approach. The Commission welcomed this discussion and the framing of service delivery in a way that would be reflective of the ongoing Caseworker approach employed by the VSS and utilised by many VSP-funded organisations. The Commission accepts that this request would complement the existing contextual introduction to the document. This could be achieved by amending the title of the section and inclusion of the Key Guiding Principles for the Dealing with the Past.<sup>7</sup> The five principles (Co-Design and Collaboration, Victim-Centred, Independent and Impartial, Inclusivity, Fit for Purpose) would provide an appropriate reference for any organisation delivering services to victims and survivors and complement the existing contextual introduction.

#### Section summary

Issue Identified	Commission Response	Action
Recognition of a 'victim-led' approach	<i>Amend section title to 'Context – The Need for a Victim-Led Approach'.</i>	<i>Text amended on page 6</i>
	<i>Reference the Victims and Survivor Forum's Principles for Dealing with the Past.</i>	<i>Added to text on page 7</i>

### 4.2 Section 1 – Overarching Requirements

20. Feedback received from organisations delivering services and responses from individuals indicated that the six areas detailed in Section 1 covered the essential requirements that should be core to any service delivery. A number of written

<sup>6</sup> A list of organisations that submitted a written response to the Commission is detailed in Appendix B.

<sup>7</sup> CVSNI (2015) *Key Guiding Principles for the Establishment of New Organisations to Effectively Deal with the Past*, Belfast: CVSNI.

responses complemented the thoroughness of the standards and explanatory guidance attached to them.

21. The Charity Commission for Northern Ireland highlighted in their response that since the publication of the 2011 standards there is now a legal requirement for all charities to apply to register with them and to meet charity law requirements. The Charity Commission has suggested wording under 'Legal': *"there is a legal requirement for all charities to apply to register with the Charity Commission for Northern Ireland and to meet charity law requirements. For more information see [www.charitycommissionni.org.uk](http://www.charitycommissionni.org.uk)."* As many organisations delivering services hold charitable status the Commission is grateful for the advice and suggested wording provided by the Charity Commission for Northern Ireland.
22. Attendees at the workshops in the Greater Belfast and Mid Ulster/Southern areas discussed background checks with agreement on the proposed wording relating to the suitability of staff and volunteers for certain positions. One written response expressed a desire for further guidance regarding the level required for each activity. Another written response referred to issues that may arise regarding organisations working with individuals with convictions. The Commission does recognise that there may be circumstances when this would need to be considered and is of the view that the proposed Background Checks detail is appropriate and sufficient. The Commission acknowledges the importance of this area relating to all aspects of service delivery. Considering the range of services and activities being delivered, the Commission is of the view that it is the responsibility of the organisation to establish with AccessNI the appropriate level of check for each activity and to ensure that the evidence of the checks have been made and appropriately retained.
23. Whilst acknowledging the importance of Safeguarding and Background Checks, one written response questioned the separation of the two areas. Whilst the two areas are linked, the Commission is of the view that both areas require separate acknowledgement. However, it is recommended these two areas are reordered to reflect more logically how the two areas fit together. During the consultation workshop with the Victims and Survivors Forum it was suggested that there should be a specific reference to the designated individual with responsibility for safeguarding within the organisation and it may be helpful to include a reference to the Safeguarding Board and local Health and Social Care Trust for guidance. The Commission accepts these recommendations as a useful and practical reference within the standards document.
24. Attendees at all consultation workshops felt that the five areas detailed in Section 1 covered the essential requirements that should be core to any service delivery to victims and survivors. There was one suggested amendment, raised at the Mid Ulster/Southern area and Victims and Survivors Forum workshops, that there should be an acknowledgement of physical disability under the 'Professional Standards/Guidelines' section. This view was also echoed in one written response; specifically referencing physiotherapy.

## Section summary

Issue Identified	Commission Response	Action
Legal requirements for charities	<i>Include the Charity Commission for Northern Ireland's suggested amendments.</i>	<i>Text added to Legal page 9</i>
Background Checks	<i>Position 'Background Checks' before 'Safeguarding'.</i>	<i>Text amended on page 9</i>
Level of AccessNI required	<i>Organisations should continue to liaise with AccessNI regarding the appropriate level of check for each activity.</i>	<i>No change to text on page 9/10</i>
Safeguarding	<i>Include reference to the designated safeguarding officer in the guidelines.</i>  <i>Include reference to Safeguarding Board and local Health and Social Care Trusts for additional guidance.</i>	<i>Text amended on page 10</i>
Recognising physical disability	<i>Cite physiotherapists and occupational therapists under 'Professional Standards/Guidelines'.</i>	<i>Text amended on page 10</i>

### 4.3 Section 2 – Organisational Standards

25. Feedback received from practitioners at the consultation workshops indicated that criteria 1-4 effectively covered management and organisational governance, employment and volunteering structures, organisational practice and service delivery and training standards.
26. The Charity Commission for Northern Ireland recommended in their response the inclusion of a number of references in relation to management and organisational governance, financial reporting and the reporting of serious incidents. The Charity Commission has recommended the following amendments: under the 'What this means' column in C1.1 include the following text: "In a charity, the management committee/board members are the charity trustees."; under the 'What this might mean in practice' column in C1.6 include the following text: "Note that legislation may apply to the format and content of accounts and reports to be prepared, and to the level of scrutiny that is required of accounts. For example, registered charities must submit their accounts and reports to the Charity Commission for Northern Ireland on an annual basis in accordance with accounting and reporting regulations for charities."; under the 'What this means' column in C3.7 include the following text: "Serious incidents may also need to be reported to relevant regulators, for example, where a serious incident occurs within a charity this must be reported to the Charity Commission for Northern Ireland." Again, the Commission welcomes the Charity Commission for Northern Ireland's suggestions and recommends that these references should be included.

27. During the three regional workshops a number of attendees registered concerns regarding expectations that may be placed upon smaller organisations; particularly those reliant upon volunteers. This view was also detailed in one written response. The standards issued for consultation are a development of the 2011 standards that were applied by the VSS to all funded organisations equally. Whilst the Commission is conscious of the pressures faced by smaller funded organisations, many of which are dependent upon the good will of volunteers, victims and survivors are entitled to expect consistent standards when accessing support and therefore it is proposed that there is no change to how standards apply to funded organisations.
28. The importance of risk assessments specific to each activity was highlighted at the Belfast workshop. The Commission recognises that effective risk management policies and procedures are essential to protect service users and ensure staff are equipped to manage activities in a safe manner. The Commission is therefore confident that the detail contained in C1.2 is sufficient.
29. One written response highlighted that, under C3.3, there is no reference to Data Protection legislation or requests for the release or access to records. The Commission recognises the importance of this area and, considering legal requirements, it is recommended a reference is included in the Overarching Requirements section of the document.
30. The consultation process indicated particular support for C3.8, detailing signposting and referrals, as it reflected an appropriate structured holistic support to service users in the context of collaborative working.

### Section summary

<b>Issue Identified</b>	<b>Commission Response</b>	<b>Action</b>
Legal requirements for charities	<i>Include Charity Commission for Northern Ireland's suggested amendments.</i>	<i>Text amended on pages 11, 13 and 18</i>
Application of standards (expectations placed on smaller organisations)	<i>The 2011 standards were applied to all funded organisations equally and it is therefore proposed that there is no change the application of standards.</i>	<i>No change</i>
Risk management	<i>The Commission is confident the detail contained in C1.2 is sufficient.</i>	<i>No change</i>
Data Protection reference	<i>Given the importance of this legal requirement the Commission intends to include the reference under Overarching Requirements.</i>	<i>Text amended on page 9</i>

#### 4.4 Section 3 – Health and Wellbeing Standards

31. One written response highlighted an administrative error contained in C5.2 ('counselling' referred to rather than 'complementary therapies'). The Commission thanks the organisation for highlighting this error and will amend the document to reflect this.
32. The Counselling Standards commanded healthy discussion at all four workshops. Attendees at the workshops explored supervised practice hours, clinical supervision and professional body membership.
33. It was highlighted at the Greater Belfast area workshop that Criteria 6, Counselling Standards, is the only area in the Health and Wellbeing Standards that does not include the criteria relating to the service provision being in line with the providers' constitution and strategic direction. The Commission acknowledges that this omission is an oversight and will be amended for the purposes of consistency.
34. In relation to Criteria 6 there was broad recognition of the Commission's intention to retain the higher standard for minimum hours and post qualification experience to reflect the unique nature of service delivery in the sector.
35. The consultation process, both in workshops and written responses, highlighted 6.2 to 6.4 required restructuring and revision. It is therefore suggested that these sections are considered carefully and amendments are made to reflect feedback obtained from practitioners through their written responses and feedback obtained at consultation workshops.
36. The Commission received no commentary regarding the proposed Complementary Therapies or Life Coaching standards.

#### Section summary

Issue Identified	Commission Response	Action
Section amendment	<i>Under C5.2 (What this might mean in practice) amend 'counselling' to 'complementary therapies'.</i>	<i>Text amended on page 26</i>
Section amendment	<i>Under C6 (creation of C6.1) include providers' constitution and strategic direction reference and associated detail.</i>	<i>Text added to Section 6.1</i>
Section revision	<i>C6.2 to C6.4 to be restructured and revised to provide clarity (based upon consultation responses).</i>	<i>Text amended in 6.2, 6.3 and 6.4</i>

#### 4.5 Section 4 – Advocacy Standards

37. In overall terms, feedback received indicated support for the development of advocacy standards in the three areas (truth, justice and acknowledgment; mental health; welfare).
38. Attendees at all consultation workshops recognised the unique circumstances for advocacy services being delivered to victims and survivors. One written response specifically acknowledged the Commission's intention to contextualise advocacy services in relation to truth, justice and acknowledgment; particularly in the context of proposed legacy institutions.
39. Attendees at all consultation workshops broadly agreed with the proposals to include professional qualifications for those delivering advocacy services. Feedback received at the consultation engagements indicated support, in principle, for the requirement for advocates to have a Level 3 qualification in Independent Advocacy. The inclusion of Mental Health First Aid and Applied Suicide Intervention Skills Training (ASIST), for those specifically working in mental health advocacy roles, also received positive commentary. The necessity for welfare advisors to be appropriately skilled was also acknowledged at all four workshops. One written response noted that the document did not reference tribunal representation, for example. The Commission recognises that tribunal representation is an important element of welfare support and if a service provider offers that support they will be appropriately trained, however it is not necessary to include all elements of support services in the standards document.
40. Throughout the consultation process, the Commission was keen to establish if the standard areas allow the organisation to do their work. The Commission received one written response to confirm that the standards did allow the continuation of work but highlighted that the standards did not make any provision for recognising specialist experience gained through practice.
41. Whilst there was broad support for references to professional qualifications, a number of attendees raised concerns specifically regarding obtaining the Level 3 qualification. These concerns related to enrolment, completion and associated training budget. This view was detailed in one written response that registered concerns regarding the ability to access training in the context of the opening of the VSP and Peace IV applications. The Commission recognised these concerns and responded to the queries prior to the closure of the consultation period and acknowledged they would be highlighted in the response and during discussions with the Executive Office and VSS.
42. One written response highlighted that the proposed qualification may not be cognisant of the particular circumstances of dealing with our troubled past. The Commission recognises that the referred to qualification would not specifically reference conflict-legacy, unless bespoke training was commissioned, but is designed to assist advocates to learn, develop and practice skills.
43. The consultation process highlighted the need to specifically detail the title of the Level 3 qualification. The Commission recognises the need to provide clarity regarding the reference and this has been detailed as Level 3 Certificate in Independent Advocacy

with Adults and Level 3 Certificate in Independent Advocacy with Adults (with Advocacy Management Unit) for those in a position that includes managing advocates.

44. The Commission acknowledges the concerns regarding obtaining the Level 3 Certificate in Independent Advocacy and proposes that for those delivering advocacy services in the sector, without that qualification and in recognition of sectoral experience that personal development and training plans are in place to work towards the qualification.
45. In relation to truth, justice and acknowledgement advocacy services one written submission made a number of comments regarding rights, wishes and choices in accessing services. The response was accompanied by a contextual and statistical analysis of deaths and also highlighted the need to develop a monitoring and evaluation tool specific to this area of advocacy in order to demonstrate impact. Finally, the response detailed the need for support officers to refer and signpost service users to appropriate professional help; specifically referring issues in relation to welfare and mental health.
46. The use of principles alongside advocacy standards received positive commentary at the Belfast workshop and in one written response.
47. The consultation highlighted that the advocacy standards does not include the criteria relating to the service provision being in line with the providers' constitution and strategic direction. The Commission acknowledges that this omission is an oversight and should be included for the purposes of consistency.

### Section summary

Issue Identified	Commission Response	Action
Section amendment	<i>Under C8.1 include providers' constitution and strategic direction and associated detail.</i>	<i>Text added to Section 8.1 on page 39</i>
Qualification clarification	<i>Detail exact title of the qualification.</i>	<i>Text added to Section 8.2 on page 39</i>
Section amendment	<i>Under C8.3 amend section to reflect recognition of 'Unqualified Advocates' and sector experience.</i>	<i>Text added to Section 8.3 on page 40</i>

## 4.6 Section 5 – Social Support/Resilience Standards

48. The value of social support and resilience, particularly befriending, was recognised and discussed at length at the workshops in the Mid Ulster/Southern and North West areas. Whilst there was significant conversation relating to befriending, mainly in the context of service delivery in rural areas, the Commission did not receive any specific feedback or suggested amendments to the standards.
49. Under Criteria 9, Storytelling and Remembrance, the Commission received one written response highlighting its importance and therapeutic value. The response recognised that there can risks attached to recounting experiences that may be traumatic or

painful. The response suggested that references to arguments for and against this service area and also highlighted the need for monitoring and evaluation tools. The Commission recognises that there will be different professional views relating to a number of service delivery areas and this reinforces the requirement for clear standards across all activities. In terms of safeguarding and potential risk factors, the Commission is content that C9.6 to C9.9 is sufficient for these activities.

50. The Commission received a response highlighting a series of protocols, training and development processes they developed to ensure that all projects are safe for clients and ethically sound. The response provided a number of helpful suggestions in relation to recording of stories, transcription and editing of stories and archiving.

51. Listening Ear and Bereavement Support areas were discussed extensively by the working group and it was agreed that they would not be included the Standards consultation document.

52. Prior to the opening of the consultation process the Commission engaged with organisations that deliver both services to keep them abreast of discussions with the VSS and TEO. As part of the consultation process the Commission specifically asked if Bereavement Support or Listening Ear services should be included in Section 5. The Commission received written responses in relation to Listening Ear and Bereavement Support. Commentary received in relation to Listening Ear explained the purpose and boundaries of the service and the written response that focused on Bereavement Support provided an explanation of the services delivered to victims and survivors, in the context of delayed grief, and the uniqueness of this support service. The responses included standards, structured and consistent with the consultation document, for the Commission’s consideration. The Commission would like to acknowledge the considered responses, informed by professional practice, and time to draft suggested standards for both support areas. The consultation process, and discussions at the previous working group meetings, has identified the requirement for Bereavement Support and Listening Ear services to be explored further. These conversations would be informed by the helpful guidance and standard areas submitted through this consultation process.

### Section summary

<b>Issue Identified</b>	<b>Commission Response</b>	<b>Action</b>
Safeguarding and potential risk	<i>The Commission is content that C9.6 to C9.9 is sufficient for these activities.</i>	<i>No amendment to text required</i>
Additions to Storytelling regarding recording of stories, transcription and editing and archiving.	<i>Include suggested additions under C9 (creation of C9.11- C9.13).</i>	<i>Text added at Sections 9.11 to 9.13 page 55</i>
Listening Ear and Bereavement Support	<i>Areas to be taken forward and considered by a newly established standards working group.</i>	<i>No amendment to text required</i>

#### 4.6 Other Comments

53. There was broad acknowledgment that the document covered the relevant standard areas and promoted consistency for service delivery to victims and survivors.
54. There was broad support in written responses and at all four workshops for the Commission utilising the PHA's standards, where appropriate, and developing and enhancing them to reflect the work of the sector. There was also positive feedback for the use of the PHA's structured approach in providing further information and explanatory guidelines for each standard area. The Commission received one submission detailing suggestions relating to terminology and language in the document (using the PHA template/approach). The Commission welcomes these comments and can be taken forward through engagement with the PHA once a working group is established.
55. The Commission acknowledges that service provision standards require frequent revision in order to reflect changes in practice. The Commission recognises the experience within the sector and willingness to work collaboratively to deliver the best possible service provision for victims and survivors. The Commission therefore proposes that a working group is established to review and highlight emerging issues relating to the published standards. It is proposed that this working group is comprised of the following partners:
- Commission;
  - Victims and Survivors Service;
  - Victims and Survivors Practitioners Working Group (two members from each regional group);
  - Executive Office; and
  - Public Health Agency.
56. It is suggested that expressions of interest from Victims and Survivors Practitioners Working Group members are sought after the closure VSP/Peace IV application process. Practitioner membership should be as broadly representative of funded service deliverers as possible. It is also proposed that exploring the areas of Listening Ear and Bereavement Support is taken forward through the working group once established.
57. The Commission wants to ensure that the final standards document is as user friendly and accessible as possible. The approach of publishing an online tool was discussed by Commission staff at the three regional workshops and was received positively by the practitioners present. This view was also detailed in one written response; specifically in relation to advocacy services. It is therefore recommended that the development of an online tool is explored. An online tool would provide a quick reference point for practitioners and facilitate an instant approach to updating any amendments made to the document.
58. Outside of a formal response the Commission received an acknowledgment from one service deliverer operating outside the sector to advise that they are looking at using the standards.

59. A number responses also referred the need to effective monitoring and evaluation and the application of the agreed standards. The Commission welcomes the responses that highlighted the necessity to ensure that the application of standards are monitored. The Commission notes that organisations in receipt of VSS funding, through VSP and Peace IV, will be obliged to satisfy requirements in both areas as per Letters of Offer.
60. A number of responses referred to resources connected to training and development of staff delivering services to victims and survivors. The Commission acknowledges concerns from organisations regarding resource implications regarding training and development and hopes that the opportunities presented by the training elements of Peace IV, and the VSS's Workforce Training Programme, would provide sufficient support for practitioners.
61. A number of responses referred to sharing knowledge and partnership working. Specifically, one response suggested a practitioners' forum for advocates to share best practice, general information sharing and collective support. The Commission welcomes this suggestion; particularly in the context of Peace IV. This area could be explored via the regional Victims and Survivors Practitioners Working Groups.
62. The Commission also received a wide range of narrative comments, mainly from individuals, relating to dealing with the past, demands on services and budget attached to support for victims and survivors. In addition, much of the commentary during the three regional workshops related to funding, application processes, contractual obligations and the implications of the recent referendum on European Union membership.

### Summary of other areas

<b>Issue Identified</b>	<b>Commission Response</b>
Ongoing development of standards	<i>A standards working group to be established in early 2017.</i>
Accessible tools	<i>The Commission plans to explore developing and publishing an online tool.</i>
Monitoring and evaluation and application of standards	<i>These areas are requirements for organisations as per Letters of Offer issued by the VSS.</i>
Resources for training and development	<i>Training and development opportunities can be addressed through Peace IV and current VSS training opportunities.</i>

## **5. Conclusion**

63. The Commission would like to acknowledge and thank the work of the Group who worked diligently for over a year in compiling and updating the draft Standards document. Also the Commission would like to thank the Victims and Survivors Practitioners Working Group for highlighting the need to revise the 2011 Minimum Practice Framework to reflect practice within the sector.
64. The Commission would also like to thank all the practitioners, individuals and agencies who gave so generously of their time to contribute to the development of the Standards for Services Provided to Victims and Survivors document and took time to respond to the consultation in written format and in attending and providing feedback at the Consultation workshops. The feedback was incredibly useful and it is hoped the Commission has reflected all the points made in this document.

## Appendix A

### Workshop Attendees

<b>Greater Belfast Area</b>	<b>North West Area</b>	<b>Southern/Mid Ulster Area</b>
21 October 2016, Clayton Hotel, Belfast	20 October 2016, Maldron Hotel, L/Derry	12 October 2016, Tullylagan Hotel, Cookstown
Antrim Youth Information and Counselling Service	Calms	Castlehill Foundation
Ballymurphy Massacre Families (x2)	The Executive Office	Democratic Unionist Party (MLA)
Belfast Trust	Derry Well Woman	The Executive Office
Centre for Health and Wellbeing	Families Moving On (x2)	Families Research and Policy Unit
Combat Stress	Omagh Self Help and Support Group (x4)	South East Fermanagh Foundation (x2)
Cruse Bereavement Care in Northern Ireland	Public Health Agency (x2)	South and East Tyrone Welfare Support
Decorum NI	Strule Association	Special European Union Programmes Body
East Belfast Community Counselling	Wave Trauma Centre (x2)	Wounded Police and Families Association (x2)
The Executive Office	West Tyrone Voice	Individuals (x3)
Falls Women's Centre	Individuals (x1)	
Holy Trinity Counselling		
Probation Board for Northern Ireland		
The Queen's University of Belfast		
Springhill Community House		
Time Out Assessment Centre (x2)		
Ulster University - Northern Ireland Veterans' Health and Wellbeing Study (x4)		
Individuals (x6)		

### List of Written Consultation Respondents

#### Organisations

- Charity Commission for Northern Ireland;
- Cruse Bereavement Care in Northern Ireland;
- Derry Well Women;
- Ely Centre;
- National Counselling Society;
- Newry & Mourne Voluntary Welfare Group;
- Northern Ireland Policing Board;
- Omagh Self Help and Support Group;
- Pat Finucane Centre;
- Police Rehabilitation & Retraining Trust;
- Probation Board for Northern Ireland;
- South Eastern Health and Social Care Trust;
- The Tim Parry Johnathan Ball Foundation for Peace;
- Time Out Assessment Centre;
- UDR and Royal Irish (HS) Aftercare Service;
- Ulster Human Rights Watch; and
- Wave Trauma Centre.

#### Individuals (including Panel members)

- x2

#### Anonymous

- x1



## **Standards for Services Provided to Victims and Survivors Consultation Questionnaire**

The Draft Standards document is divided into five sections. The Commission welcomes your views on each of these sections. We have posed a number of questions on which we would like to hear your thoughts, however, please feel free to comment on any part of this document as part of the consultation.

In due course the Commission will publish a summary of all the consultation returns received.

**The Consultation will close at 5pm on Friday 18<sup>th</sup> November 2016.  
Please return completed forms to:**

Peter Mann by email:

[peter.mann@cvsni.org](mailto:peter.mann@cvsni.org)

Or by post to:

Policy Officer  
Commission for Victims and Survivors  
4<sup>th</sup> Floor Equality House  
7-9 Shaftsbury Square  
Belfast  
BT2 7DP

## **Section 1: Overarching Requirements**

- Do the Overarching Requirements cover all the work you do?
- Is there anything missing?
- Do you have any concerns with these requirements?

Please comment below:

## **Section 2: Organisational Standards**

- Do the draft Standards describe the work you do?
- Do these draft standards allow you to do your work?
- Is there anything missing?
- Do you have any concerns?

Please comment below:

### **Section 3: Health and Wellbeing Standards**

- Do the draft Standards describe the work you do?
- Do these draft standards allow you to do your work?
- Is there anything missing?
- Do you have any concerns?

Please comment below:

## **Section 4: Advocacy Standards**

- Do the draft Standards describe the work you do?
- Do these draft standards allow you to do your work?
- Is there anything missing?
- Do you have any concerns?

Please comment below:

## **Section 5: Social Support/Resilience Standards**

- Do the draft Standards describe the work you do?
- Do these draft standards allow you to do your work?
- Is there anything missing?
- Do you have any concerns?
- Should Bereavement Support or Listening Ear services be included in this section?

Please comment below:

### **Additional Questions:**

- Is there anything else that should be included in these Standards?
- Is there anything that should be removed from these Standards?
- Have you any other comments on the draft Standards document?

Please comment below:

### Members of the Working Group

At the April 2015 meeting of the Victims and Survivors Practitioners Working Group, facilitated by the Victims and Survivors Service, members highlighted that the 2011 Minimum Standards Framework required revision to reflect practice within the sector. As a result the Commission requested volunteers at the June 2015 meeting to assist with the first consultation exercise.

#### Practitioners

- Belfast Health and Social Care Trust;
- x2 Bridge of Hope (a department of Ashton Community Trust);
- Cruse Bereavement Care in Northern Ireland;
- East Belfast Community Counselling;
- Holy Trinity Counselling; and
- Lenadoon Counselling.

#### Victims and Survivors Service

- x2 staff; and
- x1 Board.

#### The Executive Office

- x2 staff.

#### Commission for Victims and Survivors

- Adrian McNamee; and
- Peter Mann.